



ORDERING FAQs

WHAT ARE YOUR HOURS OF OPERATION?

Our catering team is ready to take your orders Monday – Friday from 7 am -6 pm. If you call over the weekend, please allow more time for us to process the order on Monday.

HOW FAR IN ADVANCE DO I NEED TO PLACE AN ORDER?

We request at least 48 hours notice for your order. However, we also get that things come up out of the blue and we do our best to accommodate your needs “on the fly.” Same day orders are based upon availability and may incur a 10% service charge.

WHAT IS THE MINIMUM NUMBER OF PEOPLE REQUIRED FOR PLACING A CATERING ORDER?

Menus are priced per person with a minimum of 12 people per order.

OKAY, I GET THAT YOU DELIVER, BUT WHAT SHOULD I KNOW ABOUT DELIVERY?

We offer delivery throughout the District, Northern Virginia and Maryland. Please allow for a 30-40 minute window for your delivery when you place your order. A delivery charge will be added to each order based on the distance from our facility. There is also a 5% service charge added to each order.

HOW CAN I PAY YOU?

We gladly accept all major credit cards, cash or check for payment. Full payment is due prior to delivery. Larger orders may require a 50% deposit in advance. Corporate accounts are available upon completion of a credit application. Please ask your catering representative for more information.

WHAT IF I NEED TO CANCEL MY ORDER?

Our food is made fresh from scratch and created just for you. Thus, all cancellations must be received in writing, 48 hours prior to the delivery time. All orders cancelled within 48 hours will be responsible for 50% of the full amount (this includes cancellations due to inclement weather). All cancellations received less than 24 hours before delivery time is not eligible for a refund.

I HAVE ONE GLUTEN-FREE, ONE VEGAN, ONE THAT IS ALLERGIC TO ANYTHING GREEN; CAN YOU STILL HELP ME?

No worries! We can help, just let us know what dietary restrictions you are working with and we will make something special for your guest. Please let us know what we are working with when you place your order.

I NEED TO ORDER EQUIPMENT, CAN I GET THAT THROUGH YOU?

Yes, we offer eco-friendly disposable plastic plates, utensils, serving pieces, glassware, and paper napkins for a charge of \$2 per person. If you need to keep something warm, we also have chrome chaffing dishes and/or disposable wire chaffing dishes available for you to rent. Drop off platters are presented on disposable serving trays but we do also have more attractive ceramic platters that you can rent for an additional charge. Please ask your catering representative about the possibilities.